

# COMPLAINT / REQUEST FOR RETURN

Dear customers,

Th. Geyer always tries to execute your order quickly and correctly. Should our delivery cause reason for complaint, or is there a mistake in your order, we kindly ask you to **complete this form** to assure a fast and efficient processing.



**Important:** We only accept returns which we initiated ourselves. Return only in transport-safe packaging! We cannot be held liable for damage resulting from insufficient packaging during return transport.

Company / University	Contact person	Customer no.
Address	E-Mail	Telephone no.
Delivery note no.	Date	

**Reason for complaint / return** (please tick only one):

- Wrong delivery
- Quality complaint (see page 2)
- Wrong order
- Transport damage **please document with pictures** (see page 2)

**Description**

---

---

---

Art. no.	Product description	Exp. Date	Lot, batch or serial no.	Quantity

**Important:** Always state the *lot, batch or serial no.* in case of a wrong order or a quality complaint.

**When did you notice the reason for the complaint:**

- Directly upon delivery
- After receiving the delivery  
(Please indicate the exact number of days/weeks/months)
- When first opened
- After opening for the first time  
(Please indicate the exact number of days/weeks/months)

→ **Please note page 2!**

## QUALITY COMPLAINT

**Exact description of the reason for the complaint** (if applicable incl. description of the method):

---

---

---

---

---

**Malfunction occurred when used with the following items** (if applicable for chemicals specify CAS No. and concentration or for example leakage in consumables):

---

---

---

---

---

Please substantiate your quality complaint with photos and/or measurement results attached to the e-mail containing this complaint form to your contact person or to [sales@thgeyer.de](mailto:sales@thgeyer.de)

## TRANSPORT DAMAGE

We require **informative photos** of the **shipping carton** (from all sides incl. label) as well as of the **product carton** and the **damaged goods**, which you should attach to the e-mail with this complaint form to your contact person or to [sales@thgeyer.de](mailto:sales@thgeyer.de).

**SUBMIT FORM**